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ABSTRACT

The Washington State Displaced Homemaker Program (DHP) as administered by the Higher Education Coordinating Board (HECB) accomplished its goals during the 1997-99 biennium. Four multipurpose service centers provided services to displaced homemakers in urban and rural county areas; four programs provided services to displaced homemakers in rural areas or to special populations; the HECB sponsored eight outreach workshops in counties that had no other services specifically targeted to displaced homemakers; and HECB sponsored technical training and professional development opportunities for service providers and members of the statewide advisory committee. As a result of these activities, 49,079 displaced homemakers were served in these ways: 46,299 received Information and Referral Services; 11,946 received Support Services; 1,687 received Intensive Instructional Services; and 1,093 who participated in Intensive Instructional Services found employment or enrolled in an education or training program. In the 21st century, the DHP will be challenged to serve displaced homemakers on welfare, serve diverse cultures, expand services, build a more diverse statewide advisory committee, and partner with Workforce Investment Act initiatives. (YLB)

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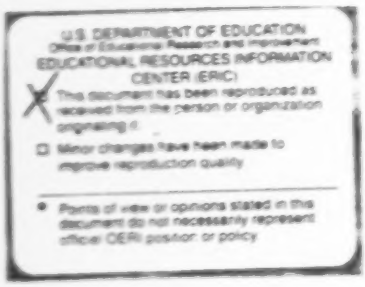
Displaced Homemaker Program

1997-1999 Biennial Report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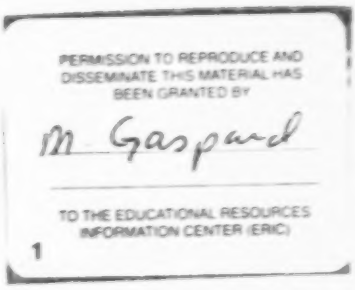
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Displaced Homemaker Program
1997-1999 Biennial Report

January 2000

EXECUTIVE SUMMARY

In 1979, the Legislature created the Displaced Homemaker Program (DHP) to "...establish multipurpose service centers and programs to provide necessary training opportunities, counseling, and services for displaced homemakers so that they may enjoy the independence and economic security vital to a productive life." (RCW 28B.04). Since then the program has been administered by the Higher Education Coordinating Board (HECB), with guidance provided by a statewide advisory committee.

This report examines DHP services provided in 28 of 39 Washington counties during the 1997-1999 Biennium. In accordance with state statute, it will be forwarded to the Governor and Washington State Legislature in January 2000. Highlights reflecting the accomplishments of the DHP and challenges are presented below. The report, in its entirety, follows.

HIGHLIGHTS

- The Washington State Legislature appropriated slightly over $1 million to support the DHP program during the 1997-1999 Biennium.

- The HECB funded eight DHP contractors, which offered services to 49,079 displaced homemakers in Washington.

  - 46,299 people received counseling, job search, resume help, and local referrals through DHP Information, Referral and Support Services.
  - 1,687 people participated in one-on-one counseling, peer support groups, and a 50-hour education and training program through DHP Intensive Instructional Services (IIS).
  - 1,093 of the people who participated in IIS found jobs, or enrolled in an education or training program.

- For the 1997-99 Biennium, Information, Referral and Support Services costs averaged $17 per client. Employment, training, and placement costs averaged $732.

- During the past 20 years, the profile of displaced homemakers participating in IIS has remained relatively constant. Clients have been predominately female, Caucasian, 30-59 years old, divorced or separated with up to two dependents, and have a high school diploma/equivalent or some college.

- The DHP Statewide Advisory Committee, in partnership with coordinated program providers, is a successful model for offering DHP services and leveraging resources.

CHALLENGES

1. **Serving Displaced Homemakers on Welfare:** Welfare reform places greater emphasis on securing employment than on going to school, decreasing the participation and graduation rates of displaced homemakers in IIS classes.

   - DHP contractors will need to build strong alliances with their local Department of Social and Health Services offices that result in increasing referrals of displaced homemakers to education and training programs, and ultimately gainful employment.

2. **Serving Diverse Cultures:** According to service providers, a growing number of non-English speaking people and others from diverse cultures are turning to the DHP for help. Non-English publications and resources are limited, and few IIS classes acknowledge clients' diverse cultures.

   - The HECB and DHP contractors are challenged to expand ethnic-appropriate services, instruction, and resources for an increasingly culturally diverse DHP client population.

3. **Expanding Services**: The DHP is unable to provide services to displaced homemakers living in isolated counties. In addition, the DHP is unable to provide greater access to advanced education, training, and one-on-one job placements for displaced homemakers statewide.

   - HECB and the DHP statewide advisory committee are challenged to advance policies and practices that will extend DHP services to rural areas and expand opportunities for displaced homemakers to advance their education, training, and employment.

4. **Building a More Diverse DHP Statewide Advisory Committee:** The composition and needs of displaced homemakers continue to change.

   - The DHP statewide advisory committee will need to recruit new members who represent DHP graduates, diverse cultures, and rural areas.

5. **Partnering with Workforce Investment Act Initiatives:** The Workforce Investment Act (WIA) is beginning to implement a national education and employment system across the nation. A key goal is to enable customers, including displaced homemakers, to access "one-stop" career centers where they can learn about core employment services and be referred directly to job training, education, or other services.

   - As the WIA initiatives evolve in Washington State, the DHP will need to explore options for partnering with WIA efforts to optimize the effectiveness of services for displaced homemakers.

Displaced Homemaker Program
1997-1999 Biennial Report

January 2000

BACKGROUND

In 1979 the Legislature created the Displaced Homemaker Program (DHP) to "...establish multi-urpose service centers and programs to provide necessary training opportunities, counseling and services for displaced homemakers so that they may enjoy the independence and economic security vital to a productive life." (RCW 28B.04). Since then the program has been administered by the Higher Education Coordinating Board (HECB), with guidance provided by an advisory committee. This report examines program activities from July 1, 1997 through June 30, 1999. In accordance with state statute, the report will be forwarded to the Governor and the Washington State Legislature in January 2000.

The Legislature appropriated slightly over $1 million for the 1997-1999 Biennium ($529,538 for FY98 and $528,980 for FY99). The HECB contracts for DHP services with organizations that have successfully competed for two-year contracts.

Statute defines a displaced homemaker as an individual who meets the following criteria:

- has spent at least 10 years as a full-time homemaker;
- is not gainfully employed;
- has lost the primary source of financial support;
- needs assistance to secure employment; and
- has been dependent on income from another family member but is no longer supported by that income; or has been dependent on federal assistance but is no longer eligible for that assistance; or has been supported as the parent of minor children by public assistance or spousal support, but whose youngest child is under the age of 16 (*RCW 28B.04.030(4)*.

From 1992 to 1997, the number of displaced homemakers in Washington State grew from 137,000 to nearly 189,000 – a 37 percent increase[1].

PROGRAM ADMINISTRATION

The HECB is responsible for statewide coordinated activities and administration of the DHP. A full-time program manager and half-time program assistant administer the program. They provide ongoing assessments of contractor performance through site visits and analysis of quarterly reports.

By statute, a statewide advisory committee works directly with DHP staff to develop funding recommendations; establish program policies, goals and objectives; assist in program reviews; and develop outreach and marketing plans. Members of the committee represent private business owners, major industries, former service providers, former displaced homemakers, and state agencies. They have expertise in education, employment, human services, and government. Appendix A includes a roster of the statewide advisory committee.

[1] Women Work, Poverty Still Persists

CONTRACT AWARDS

The DHP awards funds through a competitive Request for Proposal (RFP) process. By statute, the DHP is required to fund 1) multipurpose service centers located in highly populated areas or partnerships that provide services in a large geographic area; and 2) programs of service that target specific populations or provide services in rural areas. In selecting sites and service providers, consideration is given to need, geographic location, population ratios, and the extent of existing services.

The DHP awarded eight biennial contracts in 1997-1999. Six service providers were community colleges and two were community-based agencies.

During this contract period, the program spent about $1.1 million to provide services to 49,079 displaced homemakers in Washington State, with $799,822 in state funds and another $396,574 in contractor matching funds – a nearly 50 percent match. Appendix B presents a breakdown of funding and clients served for each contractor.

Displaced Homemaker Funding: 1997-1999 Biennium

Expended Contract Funds	Contractor Matching Funds	Total
$799,822	$396,574	$1,196,396

PROGRAM ASSESSMENT AND OUTCOMES

During the 1997-1999 Biennium, the HECB monitored and evaluated five primary categories of service for meeting DHP objectives:

- **Information and Referral Services** were provided to 34,353 displaced homemakers. These services included workshops, telephone counseling, outreach, and cooperative agreements with local agencies.

- **Support Services** were provided to 11,946 displaced homemakers. These services included crisis intervention and assisting displaced homemakers in accessing training in life skills and employment readiness skills. After receiving support services, many displaced homemakers participated in Intensive Instructional Services (IIS).

- **Intensive Instructional Services** were provided to 1,687 displaced homemakers. These services included a comprehensive program for displaced homemakers to increase their employability: 1) at least 50 education and training hours; 2) six hours of structured group support; and 3) two hours of one-on-one advising.

- **HECB Outreach Workshops** were provided to 124 displaced homemakers in six counties that did not receive state DHP funding. The DHP staff worked with local service providers to share information with displaced homemakers on topics such as setting goals, women in the workforce, life-work portfolio development, and job search skills.

Employment and Training Placements represented outcomes of displaced homemakers who graduated from IIS and gained employment or entered training.

- Of the 1,687 participants, 1,364 (or 81 percent) graduated.
- 1,093 people, (or 80 percent) found jobs or enrolled in an education or training program.
- 475 graduates, (or 43 percent) entered employment in one of four top fields: consumer services, sales, clerical, or professional.
- 618 graduates, (or 57 percent) entered training or education, with most attending a community college.

Statewide Services Map - Washington State

DISPLACED HOMEMAKER PROFILE

For over 20 years, the profile of the displaced homemaker participating in IIS has remained fairly constant. Typically, displaced homemakers are female, Caucasian, either separated or divorced, with up to two dependents, and with a high school diploma/equivalent or some college. During the 1997-1999 Biennium, data was collected on IIS participants through individual intake, exit and follow-up forms, and through quarterly reports. (In the 1999-2001 Biennium, the HECB will collect data on all DHP participants.)

The profile of IIS clients served during the 1997-99 contract period is as follows:

- 99 percent were female;
- 82 percent were Caucasian;
- 75 percent were divorced or separated while eight percent were widowed;
- 88 percent were between 30 and 59 years old;
- 79 percent had up to two children; and
- 57 percent had a high school diploma/equivalent or some college.

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Chart 1: Age

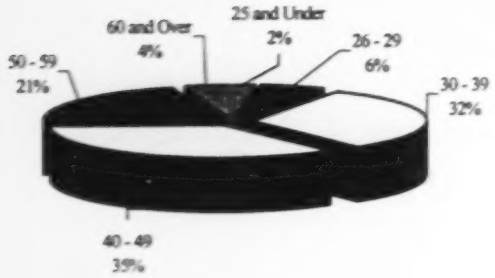


Chart 2: Ethnicity

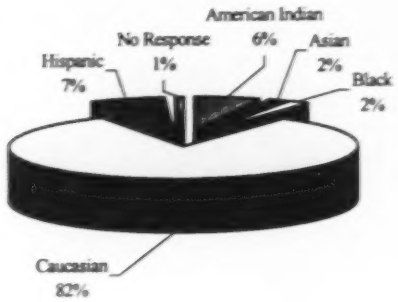


Chart 3: Marital Status

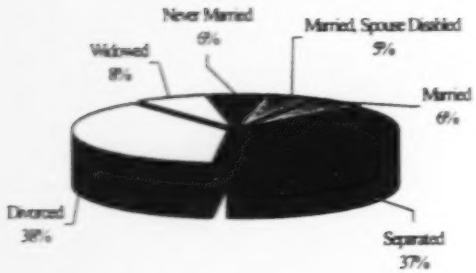


Chart 4: Number of Children

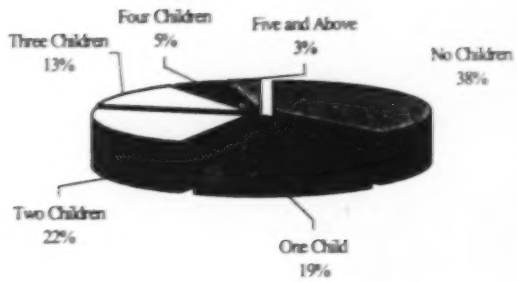
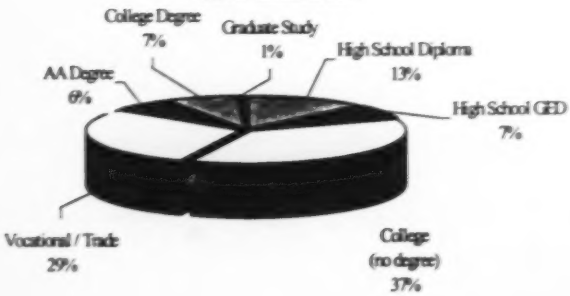


Chart 5: Education Level



Note: Data displayed in these charts was derived from IIS participants

CONTRACTOR TRAINING

Statute requires the HECB to provide and support training opportunities for DHP contractors. In July 1997, the HECB hosted a two-day technical training session for staff from each contract site. Contractors learned about contract and grant guidelines, reporting requirements, and legal issues concerning confidentiality and risk management. In November 1997, HECB sponsored three contractors and one HECB staff person to attend the National Displaced Homemaker Conference in Washington D.C.

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CHALLENGES

Serving Displaced Homemakers on Welfare

Welfare reform and its WorkFirst and Temporary Assistance for Needy Families (TANF) program requirements are significantly reducing the graduation rates of displaced homemakers in IIS classes. Often, displaced homemakers who are on public assistance are required to go right to work rather than enroll in education and training programs. About 2,040 displaced homemakers graduated from IIS classes in 1995-1997, compared with 1,364 in 1997-1999. Approximately 40 percent of the displaced homemakers who enrolled in IIS in 1995-1997 were on public assistance. In 1997-1999 that number dropped to 17 percent.

DHP contractors will need to build strong alliances with their local Department of Social Health Services offices that result in more referrals of displaced homemakers to education and training programs, and ultimately gainful employment.

Serving Diverse Cultures

While a growing number of non-English speaking people and others from diverse cultures are accessing DHP services, contractors often are not equipped to meet their unique needs. Non-English publications and classes are limited, and the IIS curriculum generally does not acknowledge clients' diverse cultures. The HECB and contractors should expand culturally appropriate services, instruction, and resources for an increasingly diverse DHP client population.

Expanding Services

The DHP is unable to provide services to displaced homemakers living in isolated counties. In addition, the DHP is unable to provide greater access to advanced education and training programs and one-on-one job placements for displaced homemakers statewide. The HECB and the statewide advisory committee are challenged to advance policies and practices that will extend DHP services to rural areas and expand opportunities for displaced homemakers to advance their education, training, and employment.

Building a More Diverse Statewide Advisory Committee

To better reflect and respond to the needs of its changing client population, the statewide advisory committee will need to recruit new members who represent diverse cultures, rural areas, and DHP graduates.

Partnering with Workforce Investment Act Initiatives

The Workforce Investment Act (WIA) calls for the implementation of a national education and employment system across the nation. A key goal is to allow customers, including displaced homemakers, to access "one-stop" career centers where they can learn about core employment services and be referred directly to job training, education or other services. As the WIA initiatives evolve in Washington State, the DHP will need to explore options for partnering with WIA to better serve displaced homemakers.

CONCLUSIONS

This report demonstrates that the Displaced Homemaker Program has accomplished its goals during the 1997-1999 Biennium through a variety of activities.

1. Four multipurpose service centers provided services to displaced homemakers in urban and multi-county areas.
2. Four programs provided services to displaced homemakers in rural areas, or to special populations.
3. The HECB sponsored eight outreach workshops in counties that had no other services specifically targeted to displaced homemakers.
4. The HECB sponsored technical training and professional development opportunities for services providers and members of the statewide advisory committee.

As a result of these activities, 49,079 displaced homemakers were served throughout the state.

- 46,299 received Information and Referral Services
- 11,946 received Support Services
- 1,687 received Intensive Instructional Services
- 1,093 who participated in Intensive Instructional Services found employment or enrolled in an education or training program.

Because of the DPH program, more than 49,000 displaced homemakers made strides in becoming more self-confident, self-sufficient, job ready, or gainfully employed.

In the 21st Century, the DHP will be challenged to provide a greater array of services to an increasingly diverse population of displaced homemakers throughout the state. The HECB and DHP statewide advisory committee will need to advance policies and practices that leverage other state and federal programs and resources for displaced homemakers. In addition, they will need to explore options for partnering with WIA efforts to optimize the effectiveness of services for displaced homemakers.

APPENDICES

APPENDIX A	DHP Statewide Advisory Committee
APPENDIX B	DHP Expenditures and Achievements

REFERENCE

Women Work! – The National Network for Women's Employment. (1998) Women Work, Poverty Still Persists. Washington D.C.

Washington State Displaced Homemaker Program
Statewide Advisory Committee

Bev Neraas – Chair
Spokane, WA

Washington State Agency Representatives

Steve Eckstrom
Department Of Community Trade
& Economic Development
Lacey, WA

Suzanne Meredith
Department Of Social & Health Services
Olympia, WA

Joanne Monroe
Employment Security Department
Olympia, WA

Terri Reynolds
State Board for Community and
Technical Colleges
Olympia, WA

Patricia Spencer
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The Honorable Peggy Johnson

Members At Large

Nina Byrne
Spokane, WA

Laramie Driver
Vancouver, WA

Cheryl Ellsworth
Seattle, WA

Sonya Grant Slaughter
Tukwila, WA

Beverly Jagla
East Wenatchee, WA

Chris Newell
Seattle, WA

Gwen Orwiler
Seattle, WA

Jan Solomon
Seattle, WA

Miriam Zacharias
Redmond, WA

Programs of Service

	Pathways For Women YWCA	Pierce College	Walla Walla Community College/ Clarkston Branch	YWCA of Wenatchee Valley	Statewide Total
Sub-Contracted Partners	Shoreline Community College				
Grant Funds	$97,513	$84,720	$84,905	$71,353	$799,822
Matching Funds	$46,834	$34,961	$31,465	$25,569	$396,574
Information & Referral/ Support Services	7,800	2,493	1,838	4,231	46,299
IIS Graduates	189	102	81	94	1,364
IIS Job Placements	79	38	35	44	475
IIS Training Placements	83	44	45	30	618
Total Placements	162	82	80	74	1,093
Percent of Job and Training Placements	86%	80%	99%	79%	80%

Multipurpose Service Centers

	Clark College	Community Colleges of Spokane	Skagit Valley College	Yakima Valley Community College
Sub-Contracted Partners	Lower Columbia Community College **and** Lower Columbia Community Action Council		Whatcom Community College	Columbia Basin College **and** WA State Migrant Council
Grant Funds	$112,338	$121,709	$118,886	$108,398
Matching Funds	$58,956	$68,100	$80,908	$49,781
Information & Referral/ Support Services	10,192	4,829	3,141	11,775
IIS Graduates	157	270	280	191
IIS Job Placements	52	41	123	63
IIS Training Placements	84	132	96	104
Total Placements	136	173	219	167
Percent of Job and Training Placements	87%	64%	78%	87%